

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of: **Gusler et al.**

Serial No.: **10/015,246**

Filed: **December 17, 2001**

For: **Employing Speech Recognition  
and Key Words to Improve Customer  
Service**

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Group Art Unit: **2655**

Examiner: **Rivero, Minerva**

Attorney Docket No.: **AUS920010967US1**

**SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT UNDER 37 C.F.R. 1.97**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Applicants request that the information listed on the attached Form PTO/SB/08 be considered by the Office during the pendency of the above entitled application, pursuant to 37 C.F.R. 1.97.

Please charge any fees necessary for prosecution of the present application to Deposit Account No. 09-0447. If any extension of time is required, such extension is hereby requested. Please charge any additional required fee for extension of time to Deposit Account No. 09-0447.

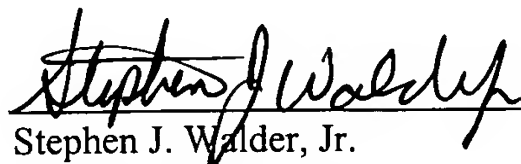
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Respectfully submitted,

Date: April 28, 2005



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**Complete if Known**

Application Number

10/015,246
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Filing Date

12/17/2001

**First Named Inventor**

Carl Phillip Gusler
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## Art Unit

2655	
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**Examiner Name**

Minerva Rivero

Attorney Docket Number

AUS920010967US1
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## U. S. PATENT DOCUMENTS

## FOREIGN PATENT DOCUMENTS

**Examiner  
Signature**

Date \_\_\_\_\_

### Considered

\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. <sup>1</sup> Applicant's unique citation designation number (optional). <sup>2</sup> See Kinds Codes of USPTO Patent Documents at [www.uspto.gov](http://www.uspto.gov) or MPEP 901.04. <sup>3</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. <sup>6</sup> Applicant is to place a check mark here if English language Translation is attached.

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